Midwest CONNECTIONS

Residential Telephone User Guide

WELCOME

Welcome to Midwest Connections. We are pleased to provide you with our quality service and support. We value relationships with our customers and look forward to being of service to you.

Midwest Connections is dedicated to ensuring quality customer satisfaction and strives to instill product and service confidence in all our customers.

CONTACT INFO

Phone: (800) 492-5989

Website: www.TeamMidwestConnections.com

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CALLING PACKAGE

Basic Package (Residential) - $39.95

The Basic Residential Package includes your Local Telephone Service, Basic Calling Features, Voicemail and Unlimited Domestic Long Distance. The features and services included in this package can be seen below.

Basic Residential Package

- **Local Telephone Service**
- **Three-Way Calling**
- **Caller ID (Name and Number)**
- **Call Waiting**
- **Call Forwarding**
- **Caller ID Blocking**
- **Voicemail**
- **Unlimited Domestic Long Distance***

***Unlimited Long Distance**

Unlimited plans include unlimited calls to the domestic US, Hawaii, Alaska, Puerto Rico, Guam, Dominican Republic, US Virgin Islands, Bahamas and Canada. Calls to cell phones are a chargeable item in all areas aside from domestic US, Hawaii and Alaska.

CALLING FEATURES

Call Forwarding
This service forwards all of a subscriber's incoming calls to an alternative number, without ringing the subscriber telephone first.

1. To Activate:
    a. Dial *72
    b. Dial the number with the area code to forward immediately
    c. Hang up the telephone

2. To Deactivate:
    a. Dial *73
    b. Wait for confirmation tone
    c. Hang up the telephone

Three Way Calling
This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three-way conversation.

1. To add a third party to an active call, press the flash-hook and then dial the third party's number. If the third party answers, hit the flash-hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as Three Way Calling Ringback.

Caller ID Service (Number)
This service displays the Number of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

CALLING FEATURES

Caller ID Service (Name)
This service displays the Name of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Call Waiting
This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. The calling party receives an announcement telling them the system has alerted the called party.

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

   Note: To disable call waiting for the next call only, press *70 before the call

Caller ID Block
All outbound calls made from subscriber's line (including non-published numbers) will automatically be displayed to any called party who subscribes to Caller ID service. The Caller ID Block Per Call feature allows the subscriber to withhold their name and telephone number from the party they are calling. This feature must be activated before every call.

1. To enable, press *67

Voicemail

Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press *.
2. Enter your pass code after the prompt, then hit the 4 key. (Your default pass code is the last 4 digits of your phone number). (Please note you must change your pass code to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable).
3. The following commands are available:
   - 1 Change Greeting
     - 1-Use system greeting
     - 2-Use personal greeting
     - 3-Create personal greeting
   - 2 Record Name
     - 2-Use recorded name
     - 3-Create recorded name
   - 3 Change Pass code-follow the prompts
   - 4 * Exit

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press * and follow the prompts.
   - 1 Replay current message
   - 2 Skip current message
   - 4 Skips back 5 seconds while playing a message
   - 5 Skips ahead 5 seconds while playing a message
   - 7 Delete current message
   - 8 * Exit

ADDITIONAL FEATURES

Distinctive Ring
This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. The calling party hears the standard ring pattern.

Remote Access to Call Forwarding
This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.

1. To Activate
   a. Call 573-388-2006
   b. Enter your Telephone Number and PIN (the last 4 digits of your telephone number) when prompted
   c. Enter the Call Forwarding Access Code you require (for example, to access Call Forwarding, enter *72)

Call Return
This service allows the subscriber to return the most recent incoming call.

1. To return the last call instantly press *69

Toll Free Service
Obtain a toll free number and only pay for it when someone calls it.

ADDITIONAL SERVICES

Additional Services for Residential Customers

There are additional features available to Basic Calling Package subscribers on an individual basis. These features and services have an additional charge associated with them.

A list of additional calling features is listed below:

Monthly Services

Call Return
Additional Directory Listing
Remote Access to Call Forwarding
Anonymous Call Rejection
Unlisted/Non-Published Telephone Number
Call Block
Seasonal Disconnection
Distinctive Ring
SimRing

Single-Use Services

Phone Number Change
Operator Assistance
Directory Assistance
Collect Calling

Please contact Midwest Connections for current rates and to subscribe to Additional Features.

INTERNATIONAL PLANS

International Plans
There are additional Long Distance Calling Plans available to Midwest Connections customers. Please call Midwest Connections for current pricing information.*

International Plans

Mexico Calling Plans - Outbound Only		
Minutes Allotted	Type of Service	Rate
75 Minutes	Block of Time	$6.95
150 Minutes	Block of Time	$9.95
375 Minutes	Block of Time	$19.95
750 Minutes	Block of Time	$32.95
Overages on Mexico Plans: $0.35 per minute		

Other International Calling Plans		
Minutes Allotted	Type of Service	Rate
100 Minutes	Block of Time	$7.95
200 Minutes	Block of Time	$14.95
500 Minutes	Block of Time	$19.95

Countries Available
The countries included in our International Calling Plans are Australia, Austria, Belgium, China, Denmark, France, Germany, Greece, India, Ireland, Italy, Japan, South Korea, Malaysia, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand and the United Kingdom.

*Note: Calls to cellular telephones are not included in Mexico or International Calling Plans. Overage charges vary by location.

IMPORTANT INFORMATION

You can manage your features and services using two different sites:

Web Self Care: Manage your voicemail and all other features by going to:

wsc.teammidwestconnections.com

Note that you will need your Account Number and Telephone Number to register.

SmartHub: Make payments and initiate package changes by going to :

teammidwestconnections.smarthub.coop

To report trouble, contact Tech Support at 800.492.5989 option 4.

VOICE 911/E 911 SERVICE LIMITATIONS AND LIMITATION OF LIABILITY: CUSTOMER UNDERSTANDS AND ACKNOWLEDGES THAT ACCESS TO MIDWEST CONNECTIONS PHONE SERVICE MAY BE LOST OR THE SERVICE MAY NOT FUNCTION PROPERLY, INCLUDING THE ABILITY TO CALL FOR 911/E911 SERVICE, UNDER CERTAIN CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO, THE FOLLOWING: (I) MIDWEST CONNECTIONS NETWORK OR FACILITIES ARE NOT OPERATING (II) BROADBAND CONNECTION IS LOST; (III) CUSTOMER IS EXPERIENCING A POWER OUTAGE; (IV) ELECTRICAL POWER TO THE OPTICAL NETWORK TERMINATOR (ONT) IS INTERRUPTED; (V) CUSTOMER FAILURE TO PROVIDE A PROPER SERVICE ADDRESS OR MOVING THE SERVICE TO A DIFFERENT ADDRESS.

If you would like more details please refer to the Terms & Conditions of Service located at www.teammidwestconnections.com.